

CITY OF MESA
HUMAN RELATIONS ADVISORY BOARD (HRAB)
April 23, 2014 Minutes

The Human Relations Advisory Board (HRAB) of the City of Mesa met on April 23rd, 2014,
at 6:00pm in the Lower Level, City Council Chambers, 57 E. First Street.

MEMBERS PRESENT

Denise Heap, Chair
Mark Tompert, Vice Chair
Cheryl Anderson
Karen Frias- Long
Frank Johnson
Tony Liuzzo
Cliff Moon
Talmage Pearce
Lu Ann Schmidt

MEMBERS ABSENT

Juan Panchano

STAFF PRESENT

Andrea Arenas
Ruth Giese
Justin Smothers
Mike Soelberg
John Wesley
Ray Villa

GUESTS

Alexa Alarcon
Michael Franczak
Erik Hillstrom
John Moore

1. Chair's Call to Order.

Ms. Heap began the meeting at 6:08pm.

2. Items from Citizens Present.*

There were no citizens that requested to speak.

3. Approval of minutes from the March 26th, 2014 meeting.

A motion was made by Dr. Liuzzo to approve the March 26th, 2014 meeting minutes, Mr. Tompert seconded.
The motion carried unanimously.

4. Discuss and take action on Mesa Police Department Report.

- Report on police related incidents and activities.

Mr. Villa, Community Partner Coordinator with the Mesa Police Department (MPD), advised that there had been no hate crimes reported since his last update. There is currently one case under investigation but it was too preliminary to release any information. Mr. Villa informed that officers were undergoing special training on how to better classify hate crimes, therefore they anticipate the numbers to increase in the future. Mr. Villa also reported that MPD participated in the Phoenix Pride Parade. Cmdr. Soelberg, from the Superstition Police District, was also on hand but stated that he was attending the meeting to observe. The board members did not have any questions for Cmdr. Soelberg.

- Updates and scheduling of upcoming Police Advisory Board meetings.

The Hispanic Advisory Board will be meeting on April 28th, 2014 at 6pm at Fiesta District Community Room, 1010 W. Grove. The Asian Community Advisory Board will be meeting on May 13th, 2014 at 5:30pm at Dobson Pediatrics and the Senior Advisory Board is scheduled to meet on May 19th, 2014 at 9:30am at the Red Mountain Multigenerational Center.

5. Hear, discuss and take action on report from Marc Community Resources, Inc. representatives on disabilities.

John Moore, Chief Administrative Officer and Chief Financial Officer, along with Dr. Michael Franczak, Chief Operating Officer of Behavior Health Services, from Marc Community Resources, Inc. presented to the board

on types of disabilities and the services their establishment offers. Marc Community Resources, Inc. (aka Marc) is a private nonprofit corporation providing educational, therapeutic, rehabilitation and social services to children and adults with developmental and, physical disabilities and behavioral health challenges. Mr. Moore stated that Marc was originally founded by nine families in 1957 since there were no local services for the disabled at that time. Over the years Marc has transformed into a leading recourse for behavioral health by servicing thousands of people each year. Marc's services have celebrated 40 years of CARF accreditation and they are licensed by the Office of Behavioral Health Licensing, Arizona Department of Health Services. Mr. Moore explained that Marc's ultimate goal is to increase each individual's independence and self-sufficiency in their own homes and community by focusing our services on personal choices, self-determination and community inclusion.

Mr. Moore continued to explain that a mental illness is a medical condition that disrupts a person's thinking, feeling, mood, ability to relate to others and daily functioning. One's diminished capacity for coping with the ordinary demands of life can cause mental illnesses such as major depression, schizophrenia, bipolar disorder, obsessive compulsive disorder (OCD), panic disorder, posttraumatic stress disorder (PTSD) or borderline personality disorder. Mental illness is an equal opportunity illness and can affect persons of any age, race, religion or income but recovery is possible. 25% of all U.S. adults have a mental illness and nearly 50% of U.S. adults will develop at least one mental illness during their lifetime. It can also be associated with the increased occurrence of chronic diseases such as cardiovascular disease, diabetes, obesity, asthma, epilepsy, and cancer. Marc contributes to this problem by providing and implementing a strategic process that tries to keep family units intact; service recipients by giving them hope, health, self-sufficiency, and life goals; reduce taxes and burden on public resources; and offer communities safety, education, and advocacy through evidence-based preventions. Mr. Moore estimated approximately \$2.45 worth of value for every dollar of investment.

Dr. Franczek briefed the board on the various programs Marc has to offer. First, their Community Living Services provides housing and support services for individuals with a serious mental illness in order to assist them to successfully live in a home setting by providing the services and support necessary to assist them in achieving their recovery goals. Housing supports include: supported living, an independent living environment where individual require intermittent support, and residential housing, short term housing and supports that are designed to train the individual for independent living. Supported housing is a general term used since the 80's to describe approaches that combine housing assistance and individualized support services for people with serious psychiatric disabilities. Severe and prolonged psychiatric disorders can affect about 1.75 – 2.0 % of the adult population. People with prolonged psychiatric disabilities have a disproportionately high risk of homelessness according to epidemiological studies, and are greatly overrepresented among the population living in shelters or in the streets therefore supported housing serves as a response to homelessness epidemic.

The basic ideas and principles underpinning a supported housing approach include the following: housing is a basic need, and having a place to live is a basic right for people with psychiatric disabilities; people with serious psychiatric disabilities should have choices and options; people should have the right to choose their housing from those options available to others in the community; even people with severe disabilities and problems in functioning, and those who are "most difficult to serve," can be successful in an intensive, flexible supported housing approach. A supported housing approach generally assists each person with a psychiatric disability to select and acquire decent, safe, and affordable housing. Most importantly supported housing reduces symptoms, increases functioning, increases life satisfaction, provides an improved subjective and objective quality of life, and gives a sense of home to those with serious mental illness.

Marc also offers a Transitional Assistance Program, which is designed for people discharged from the hospital setting into the community with high risk behaviors requiring additional supports for treatment which can be received in another provider's setting or in their own home. The treatment plans are reviewed weekly with Marc clinical team members and the Regional Behavioral Health Authority (RBHA). The goal is to reduce the level of support services and transition the individuals into supported living in order to enhance the person's recovery process. Marc continues to work closely with Mercy Care in order to holistically treat both the mental and physiological conditions of a patient, not the diagnosis. One way of doing so is through the Healthy Lifestyle Homes, which are geared toward helping individuals focus on one specific condition at a time and improve the quality of care through prevention and adherence to treatment plans. A coordinated approach to care means fewer emergency room and urgent care visits, medical inpatient admissions, behavioral health long-term care

admissions, leading to improved outcomes for the individuals served within the program and reduced costs. Marc offers several outpatient services as well including Cognitive Behavior Therapy (CBT), Dialectical Behavior Therapy (DBT) and Eye Movement Desensitization and Reprocessing therapy (EMDR).

Dr. Franczek continued to explain the new and unique East & West Villages Psychosocial Rehabilitation Programs aimed at engaging individuals in meaningful community activities to promote recovery. The goal of the programs are to assist individuals in their personal recovery process by providing an integrated services package in which they are actively involved in determining their learning, working and recreational activities. In addition, the goal is designed to develop and/or increase the individuals' use of natural community supports as identified within their Individual Service Plan. Services provided will increase and achieve personal living skills that promote their recovery, and promote engagement in meaningful community activities. Outcomes are frequently measured in order to continue to build upon the net of social services in addition to strengthening the family-like setting.

The In-Home Support program for adults offers individuals an option to continue living in their home and participate in their community. Most feel it is a far better option than being hospitalized or living in a group home. This program uses an individualized approach where staff works alongside the individual on a continued path to recovery. Services are provided by Behavioral Health Technicians, Behavioral Health Paraprofessionals and Recovery Coaches in coordination with the person's clinical team and those the individual chooses. EMDR is utilized in the treatment of trauma and includes weekly individual therapy, coaching as needed and therapists' consultation meetings.

Marc Community Resources' Health and Wellness Program focuses on individuals with mental illness who also have, or are at risk for, a chronic medical illness. Professionals agree that providing better integration and coordination of care is the primary solution to this problem. Integrated care is a service that coordinates physical and behavioral health services to fully address the spectrum of problems that patients bring to their primary medical providers. Based on the simple premise that people with mental illness can choose healthier lifestyles when the services are conveniently available, customized to each individual, and connected with their other physical and mental health services. Health and Wellness includes Certified Fitness Specialists and trained Peer Wellness Coaches who perform fitness assessments and coach individuals in their fitness goals in order to improve their ability to perform daily activities and manage physical health conditions. This model originated as a self-management tool for chronic disease at Stanford University, with whom Marc has been certified through. Marc is willing and able to provide more community education on the matter upon request.

The goal of the Hope Network, which is offered at Hope East & West, is to provide the wraparound support to participants, who have a housing voucher through Arizona Behavioral Health Corporation, in maintaining housing self-sufficiency over the course of the program (one year) through interventions focused on evidence-based treatment, wellness and recovery. All models embrace a stage of change using a recovery approach to working with individuals who are homeless and may have co-occurring disorders. The heart of the program is the Hope team, a specialized services delivery team blending Behavioral Health Professionals, Benefit Specialists and Recovery Coaches who have experience in homelessness and mental health/substance abuse services. This team works to improve access, coordination and engagement in services in partnership with the Clinical Team and whomever the person chooses. Hope Network helps to provide stable housing and services for 100 adults each year and will serve up to 500 individuals over the course of the five-year program. The Hope Network has a 87% retention rate and specifically targets veterans.

The Marc Steps to Achieve Independent Living Program (SAIL) offers treatment and support activities to assist transition-age youth (ages 18 to 25 yrs.), in tasks and roles essential for living, learning and working in a community setting. They do so by actively engaging and assisting individuals to discover, articulate and achieve their goals in each of the following domains: living situations, community integration, education and employment. This also ties along with their job development and placement programs which include resume development, assisting with job search/job leads, filling out paper and online applications, practice interviews and advocating with employers for an employment opportunity, if requested. Supported Employment services are also offered to assist a person in finding and keeping a job utilizing successful job placement practices and ensuring that long-term supports and successful job retention strategies are in place to help someone keep their job. The Work Adjustment or Paid Work Activities are designed to help individuals learn or re-learn job

skills and improve work habits. Training opportunities include warehouse, janitorial, food service and clerical. This program is helpful for people who are unsure if work is a possibility and creates a work environment that helps someone build stamina and tolerance for work while increasing self-esteem to help someone believe work is a possibility for them.

Finally, Marc provides GED preparation and food service training. GED tutoring and testing is available in on-site face-to-face sessions, as well as distance learning face-to-face via the Internet. Distance learning was designed to accommodate those with transportation issues, and for those who prefer to study and test in their home. Marc Community Resources provides a certified teacher with a Masters in Educational Business, as well as Peer Educational Aides. The Food Service Training program is a joint venture with agency FCS Premier, LLC, to provide food service training by operating two cafeterias and a coffee shop. Individuals with physical, cognitive and behavioral health challenges create and sell more than 500 meals per day for Banner Health employees at their Blue Ribbon Bistro cafeteria and Java Junction coffee shop in Mesa. Likewise, peer employees operate the Desert Bistro cafeteria for approximately 500 Desert Schools Federal Credit Union employees in Phoenix.

Mr. Moore concluded by stating that Marc Community Resources will remain committed to serving the community by working together to improve the quality of care system for people with behavioral health challenges. At this time Mr. Moore opened the presentation for any questions from the board. Mr. Moon questioned if they used job assessment tools in order to gauge what career path is the best fit for individuals. In response, Dr. Franczek stated that they do provide counselling and other assessment services to help guide participants, but often times they already have an interest or something they excel at which they use as a starting point. Ms. Frias-Long questioned if Marc's services were only offered in Mesa. Mr. Moore advised that they have services and partnerships throughout Maricopa County, but their headquarters is stationed in Mesa.

The board members questioned how they could best support Marc Community Resources, Inc. and the services they provide to the community. Mr. Moore answered by explaining that there is a lack of an urgent care facility for mental health patients in the East Valley. The closest location is in Phoenix which can be a timely travel when treating a patient with immediate needs. Mr. Moore asked the board to express their support for such a facility when applicable and to encourage that the facility to be located in Mesa. Ms. Anderson complemented the presenters and expressed her interest to provide community education on disabilities and subsequent training through a series of town halls in the fall. Ms. Anderson briefed that they could begin by targeting key decision makers, followed by business owners and folks who interact directly with the public such as police officers, then finally the general public. Ms. Anderson suggested a similar presentation to the one board just received along with a discourse from peer specialists. A motion was made by Ms. Anderson to produce an educational program on disabilities in the fall; Ms. Frias-Long seconded the motion. The motion carried unanimously. Ms. Frias-Long was invited to join the sub-committee by its members, Ms. Frias-Long accepted.

6. Hear and discuss an update on the General Plan.

Mr. Wesley, Planning Director for the City of Mesa, reminded the board of the update he provided during the March 26th, 2014 meeting on the General Plan. Mr. Wesley advised that the second draft is currently available for the 60-day review process for public comments, public hearings were held at the Planning and Zoning Board meetings on April 16th, 2014 and two more are scheduled for April 30th and May 21st, then the City Council is scheduled to take action on June 16th in order to be placed on the November 2014 ballot for a public vote. Mr. Moon asked how they plan to attract growth in the west. In response, Mr. Wesley replied that detail are included in the plan but admitted that it will continue to be a work in progress. Mr. Wesley stated that more growth should be seen upon completion of the light rail and surrounding projects. While under the meeting facilitation of Mr. Tompert, Ms. Heap made a motion to approve the General Plan as written, Dr. Liuzzo seconded the motion. The motion carried unanimously.

7. Hear, discuss, and take action on items presented by the Ad Hoc Issues Research and Action Team.

- Provide an update on the Mesa Speaks, Mesa Listens: Community Conversation on Discrimination series.

Mr. Moon advised that volunteers for facilitators and note takers just had their orientation prior to this meeting. Mr. Moon encouraged board members to attend and participate in the conversations begin on Saturday, April 26th at 10am.

8. Hear, discuss, and take action on items presented by the Ad Hoc Disabilities Action Team.

- Provide an update on the new protocol for diverting defendants with mental health issues, veterans, and the homeless from court administrators.

Mr. Tompert stated that they had another presentation from Mr. Thomas and Ms. McQuade, Court Administrators for the City of Mesa, on their new protocol for diverting defendants with mental health issues, veterans and homeless. Mr. Tompert informed that with the new protocol the court staff is better equipped to identify all of the available services pertaining to these issues and make them accessible to judges when working with defendants. This approach is more clinical as they are not separating defendants but associating the appropriate services best suited for that individual. For example, a homeless veteran may also have mental health concerns requiring multiple services. This approach is broader but felt to be more effective long term. Court staff will receive more extensive training over the summer. They are also working towards a regional solution by collaborating with the City of Chandler and Town of Gilbert on a Veterans Court. Mr. Tompert advised that they have asked for regular updates in the future.

- Provide an update on the awareness campaign for service animals.

Mr. Tompert noted that staff provided an information flyer on ADA requirements and disability regulations, including service animals, targeted specifically to businesses which they would like to emulate. Staff will incorporate information from the letter Ms. Heap drafted and prepare a mock over the summer for consideration when the committee meets again.

9. Hear, discuss, and take action on items presented by the Ad Hoc Youth Diversity Education Team.

- Provide an update on assisting the Mesa Police Department M.E.S.A program.

Dr. Liuzzo provided a brief summary of the MPD program for at-risk youth occurring at Kino Jr. High. Dr. Liuzzo explained that the intentions of the team are to seek funding in order to provide the same program at more schools. They were given an estimate of \$56k per year (two cycles of the program) per school. The priority list of future schools for the program which include: Carson Jr. High and Rhodes Jr. High. Mr. Moon questioned how the other schools were selected. In response, Ms. Heap advised that those schools previously expressed interest to the MPD. Mr. Moon suggested that the schools be contacted again given that they may have alternative programs in place since last contact, and/or various approvals may need to be made which are typically done on an annual basis. Ms. Heap noted that they would ask Mr. Villa to contact the other school.

- Provide an update on a sex trafficking education campaign.

Dr. Liuzzo informed that they will begin working on and implementing a sex trafficking education program with the help from community contacts. They will do so by distributing videos and educational material to teachers in order to promote sex trafficking awareness. With enough support and interest from the school system, they may consider means of implementing to the students. Mr. Tompert expressed his support and stated that he recently viewed a CNN documentary with Jada Pinkett Smith shedding light on the industry.

- Provide an update on educating the youth through the Cinema Series project.

Dr. Liuzzo advised that they are continuing to pilot the program at Dobson High School and the feedback received has been successful. The team has determined to continue plans to enhance the program at other high schools in the future. The board discussed liability concerns and whether permission may need to be granted from Mesa Public Schools in order to implement further. Mr. Moon suggested that they gain insight from the Community Education or Educational Television Department first.

10. Hear, discuss, and take action on items presented by the Ad Hoc Veterans Task Force.

- Report on April 7th, 2014 meeting.

Mr. Tompert informed the board that they will consider ongoing agenda items and recommendations at the annual Strategic Retreat in August. Mr. Tompert will be meeting with community members on May 12th to discuss the structure and future of the Veterans Task Force.

11. Discuss and approve cancellation of June and July board meetings.

A motion was made by Ms. Anderson to cancel the June and July board meetings, Mr. Tompert seconded the motion. The motion carried unanimously.

12. Hear and discuss conferences and/or meetings.

Ms. Schmidt advised that she attended the 'Open House' and ribbon-cutting ceremony for the first stretch of State Route 24, the Gateway Freeway, located between Loop 202 (Santan Freeway) and Ellsworth Road. Ms. Heap informed that she participated in the Phoenix Pride Parade, along with Mr. Moon and Ms. Giese, where they had the opportunity to ride in a historic 1941 Seagraves fire truck. Ms. Heap highlighted that they marched alongside the Mesa Police Department and regional affiliates from the City of Chandler and City of Tempe.

13. Scheduling of meetings, future agenda items, and general information.

- Next meeting will be held on May 21st, 2014.

Ms. Heap noted that elections for Chair and Vice Chair will be held at the next meeting.

- Strategic Retreat will be on Sat., August 23rd, 2014 from 8am-12pm at 640 N. Mesa Dr.

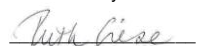
14. Take group photo for website.

The board members postponed this item until the Strategic Retreat.

15. Adjournment

Meeting adjourned at 7:07pm.

Submitted By:



Ruth Giese,
Diversity Program Administrator